



KRIS NELSON COMMUNITY-BASED RESEARCH PROGRAM

*A collaboration between the Center for Urban and Regional Affairs (CURA)
and WomenVenture*

Challenges in Providing Non-Standard Hour Childcare in the Twin Cities

Prepared in partnership with
Women Venture

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Abstract

There is a well-documented, growing need for non-standard hour childcare in the seven county Twin Cities metropolitan area of Minnesota. However, to date there is limited information about both the challenges and barriers childcare providers face in offering non-standard hour childcare services. Using the database of licensed childcare providers and centers maintained by Child Care Aware of Minnesota for the state Department of Human Services, this project surveyed 54 childcare providers in the Twin Cities about their specific challenges and barriers in providing extended hours or overnight care. Major challenges in providing non-standard hour child care shared by respondents include: 1) individual caregiver fatigue, 2) staffing difficulties, 3) structural and regulatory barriers, and 4) familial strain and adjustment. Prominent barriers to providing non-standard hour child care include: (1) personal family needs, (2) corporately owned business plans, (3) no perceived market need, (4) perceived licensure difficulties, and (4) difficulty in recruiting and retaining staff.

Keywords: Non-standard hour childcare, overnight childcare, third shift jobs, equity

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GLOSSARY

Child Care Aware of America (CCAofA) - National hub of childcare information for parents and childcare providers, connects families to state networks to find programs in their communities, provides resources for childcare programs, conducts research and provides leadership and advocacy for the field

Child Care Aware of Minnesota State hub of childcare information for parents and childcare providers, connects families to statewide network to find programs in their communities, provides resources for childcare programs, conducts research and provides leadership and advocacy for the field

Culturally Responsive Childcare - Childcare that provides culturally relevant care to children based on the child's family's cultural beliefs and norms about childcare

Family Child Care (FCC) - Childcare providers who are incorporated as sole proprietors or partnerships licensed by the state of Minnesota to provide care and early education programming in a home setting

Family, Friend, and Neighbor Care (FFN Care) - Childcare provided by family, friends, or neighbors who are not licensed and are legally limited in Minnesota to caring for children related to the provider and/or the children from one unrelated family

Minnesota Legislative Task Force on Child Care Affordability - The Legislative Task Force on Access to Affordable Child Care was created by the 2016 Legislature to review the loss of child care providers in the state, assess affordability issues for parents and providers, and identify areas that need to be addressed by the Minnesota Legislature

Minnesota Statewide Household Child Care Survey (MSHCCS) - Childcare Use in Minnesota Report from 2009, phone interviews with a statistically valid random sample of 1,209 Minnesota households with children 12 and younger that use childcare. Conducted for the Minnesota Department of Human Services by Wilder Research, St. Paul, MN

Minnesota Department of Human Services (MN DHS) - A Minnesota state agency that provides essential services to Minnesota's most vulnerable residents and licenses non profit and proprietary businesses to provide services

Non-Standard Hour Care - Childcare before 6 am, between 6 pm - 10 pm, or overnight between the hours of 10 pm - 6 am

Second and Third Shifts - Work shifts during the hours between 6 pm and 8 am

Twin Cities Metropolitan Area - Seven-county Twin Cities metropolitan region (includes Hennepin, Ramsey, Anoka, Scott, Carver, Dakota and Washington counties)

Qualtrics survey software - Qualitative research survey software tool used for qualitative data analyses

INTRODUCTION

Between 2005 and 2014, approximately 3,000¹ licensed in-home family childcare providers in the state of Minnesota closed their businesses, leaving an estimated loss of over 36,000 childcare spaces. Although the loss of childcare spaces is called a “Quiet Crisis,” (Werner 2016) for communities in Greater Minnesota, disaggregating the data for the Twin Cities seven county metropolitan area paints a more nuanced story (Legislative Task Force on Childcare Affordability - Access Report 2017). Over the ten year period, the Twin Cities lost 16,125 licensed in-home family childcare spaces but *gained* 19,409 spaces in new privately owned childcare centers (2017). While this resulted in a net gain of +3,284 spaces for children, this number can be misleading. Although openings in new childcare centers in the Twin Cities metropolitan area surpassed the lost family childcare spaces, at the neighborhood level the loss of licensed family childcare providers leaves many families struggling to find childcare that meets their family’s specific needs.

“Families and communities [and their needs for childcare] are changing.” Yvette Sanchez Fuentes, from Child Care Aware of America, stated in a recent

First, the loss of licensed in-home family childcare providers leaves fewer options for parents of babies and toddlers (ages 6 weeks to 3 years). The majority of childcare centers serve twice or three times as many preschoolers ages 3 - 5 years as they serve infants and younger toddlers.

Second, many parents prefer in-home family providers who can communicate with them in their first language and who share their cultural child rearing norms and values. In 2009, 77% of parents interviewed in the Minnesota Statewide Household Child Care Study (MSHCCS) responded that “a caregiver who speaks your family’s native language” is one of the most important considerations in their choice of childcare. Licensed in-home family childcare providers who closed their businesses included those providing culturally relevant and responsive care to meet their client’s needs.

Third, across the state a growing number of parents are in the service-based economy working second and third shifts and on weekends outside of the standard 8 am - 6 pm Monday through Friday work-week schedule. These parents need childcare during their non-standard employment hours. Some parents are able to negotiate specific arrangements for extended hours with their regular licensed in-home family childcare provider or center; however, many more parents turn to family, friends and neighbors (FFN) who provide unlicensed care during nonstandard hours. Nonetheless, many working parents, particularly newly arrived residents, cannot rely on a support network of family and friends for impromptu childcare needs nor are their childcare providers willing or able to provide nonstandard hours childcare.

¹ At the time, this figure represented nearly 30% of the total licensed family childcare providers.

To date, there is limited data at the state level on the number of parents who need non-standard hour child care. As Yvette Sanchez Fuentes, childcare expert with Childcare Aware of Minnesota, writes in a recent Minneapolis Star Tribune article, “Parents [who need non-standard hour care] are lost in the national [state and regional] conversation about access to childcare and early education” (2016). Furthermore, there is a dearth of literature about the challenges childcare providers face in providing non-standard hour care.

This report will explore the experiences of licensed in-home family childcare providers and centers in the Twin Cities with operational, structural, and individual barriers to providing non-standard hour services. After summarizing some of the major national and state findings on the growing demand for non-standard hour care, this report will present preliminary data collected as part of a market research study exploring the supply for non-standard hour care in the seven county Twin Cities metropolitan area of Minnesota. While we were not able to include speaking directly to family clients of the providers we surveyed, our research suggests that strong evidence exists for working parents’ needs for evening and overnight care in the Twin Cities. The report will conclude by providing areas for future research.

LITERATURE REVIEW

Changing Demand for Childcare

At the national level, nearly 40% parents - at least 65,000 families - in 28 different states in the U.S. were working non-standard hour work schedules in 2016 and seeking childcare outside the usual 8 a.m. to 6 p.m. workday (CCCA 2016). In Minnesota, data from the MSHCCS

“It’s a huge issue we have an increasingly service-based economy with nonstandard hours, that’s more heavily concentrated in lower income groups. The childcare sector hasn’t really caught up with the realities of hours parents are working.” said Taryn Morrissey, a child development expert and professor at American University

suggests that there is a similar need for non-standard hour child care. The comprehensive MSHCCS which surveyed over 1,209 randomly selected Minnesota households, found that 43% of children² are regularly cared for by someone other than a parent during weekday evenings (6 p.m. to 10 p.m.). The MSHCCS also found that 33% of children are regularly cared for by someone other than a parent during weekends and an additional 7% of children are cared for by someone other than a parent after 10 p.m. on weekdays, and 9 percent in the early mornings before 7 a.m.³ Researchers

² In the MSHCCS survey children are categorized as youths, toddlers, and babies under the age of 12.

³ These data points are taken from the academic year (September - May), however the data points hold relatively consistent with the summer month (June - August) data which found that (1) 44% of children are regularly cared for by someone other than a parent during weekday evenings from 6 p.m. to 10 p.m., (2) 18% of children are cared for by someone other than a parent during weekends for extended period of time, such as an eight hour work shift and 13%

suggest that their estimates are conservative as many states and employers do not collect data on the hours worked by parents of young children or their arrangements for non-standard hours childcare in order to work. In our exploratory study we found that several major hospitals and Fortune 500 companies in the Twin Cities, in addition to smaller firms, also do not collect data on the childcare arrangements and unmet needs of their employees who work non-standard hours. As one respondent stated, “If we asked them [employees], we would then be expected to do something about it [providing non-standard hour care].” While we did not find data on how many parents need non-standard hour care in the Twin Cities, the area has a large immigrant and hourly-workforce who are employed during non-standard hours. While some of these working parents may be able to rely on family members or friends for childcare, the number of centers catering to African immigrant families in the Twin Cities that offer evening and/or overnight and weekend care has mushroomed from 2010 - 2017.

Inequities (re)created through inaccessible child care

Non-standard work schedules outside of the 8 a.m. to 6 p.m. workday are disproportionately associated with many low-wage, hourly, and part-time jobs. In their groundbreaking report, the National Women’s Law Center (NWLC) found that four out of the ten largest low-wage occupations in the U.S. are also the occupations with the highest rates of non-standard work hours. Authors of the NWLC (2016) report write: “Over half of waiters and waitresses, more than four in ten home health aides, and about one-third of cashiers and personal care aides work the majority of their hours outside of the weekday norm. Said differently, more than one in four low-wage workers have non-standard work schedules.” These work schedules, which are oftentimes irregular and unpredictable, make it extremely difficult, if not impossible, for a parent to find dependable, quality childcare for their children.

The MSHCCS found that households who needed non-standard hour care primarily used unlicensed family, friend, and neighbor (FFN) care because parents preferred for their children to be with someone during the evening and overnight whom they knew and deeply trusted. However, access to a social network which can accommodate for non-standard hours is not always an option. Many families, and particularly new immigrant families, with parents working non-standard hours are clustered in neighborhoods in which the majority of parents are also working non-standard hours and there are not enough willing family members, friends or neighbors who can offer childcare services for all of the children who need it. With the majority of nearby family childcare providers and centers not offering non-standard hours, many parents are left stuck and unable to work. This is one, of many factors, which can (re)create vicious cycles of poverty (NWLC 2016).

of children are cared for by someone other than a parent after 10 p.m. on weekdays, and 15% in the early mornings before 7 a.m.

With the MSHCCS statistics in addition to the findings of the NWLC 2016 report in mind, it is evident that **there is an urgent need to provide support to increase the supply of childcare, including non-standard hours, flexible schedules, and culturally specific programs.** Parents need access to dependable, quality childcare in order to work and to participate in the economy and to ensure the financial well-being of their families. Employers depend on reliable, quality childcare for hiring parents to start and grow their businesses. And ultimately, local communities, states, and the nation rely upon dependable, quality childcare as fundamental element of economic development, contributing to strong and vibrant local, regional, and national economies. Moreover, research over the past few decades (National Research Council Institute on Medicine 2017) documents that quality early childhood education from consistent, responsive, and competent caregivers is key to the long-term educational and developmental success of children. Children who lack quality childcare are at risk of falling behind their peers before they even arrive at kindergarten. The younger the child, the more critical having stable, responsive, mutually engaged relationships with a few trusted adults is for the child's optimal health and development. The Center on the Developing Child at Harvard suggests that "Early experiences affect the development of brain architecture, which provides the foundation for all future learning, behavior, and health. Just as a weak foundation compromises the quality and strength of a house, adverse experiences early in life can impair brain architecture, with negative effects lasting into adulthood."

Ultimately, lack of quality early childhood education (re)creates cycles of poverty resulting in gross inequities. Reliable, affordable, early learning focused childcare that meets the scheduling needs of families underpins not only a household's financial well-being but also a community's vibrancy and the individual child's future educational success. While the data suggests that there is clear demand for non-standard hour care, to date, the childcare market has failed to meet this growing demand.

The 2015 National Survey of Early Care and Education in the United States found that just 2% of childcare centers nationwide offer care during evening hours. In addition, they found that of that 2% of providers only 6% offer overnight care and 3% offer weekend hours. Said simply, the market has neglected to respond to the changing needs of families with young children. In Minnesota, the self-reported hours of operation listed for licensed childcare programs on the state's database shows a small percentage, mostly in-home family providers, who advertise extended hours in the evening. Even fewer in-home family providers and centers offer overnight and weekend services.

Many Minnesota families with young children, and particularly low-income immigrant families, are unable to find reliable childcare that meets their scheduling needs. We were unable to find research exploring the question of why providers have shown a weak response to the growing market demand for non-standard hour care. The lack of data on 1) who is providing care for the children of non-standard hour employees, 2) the particularities of non-standard care, such as pricing, programming and staffing differences and 3) the experiences of licensed and unlicensed

childcare providers who provide non-standard hour care leave open questions for further research. This report seeks to begin filling that void by exploring the challenges childcare providers in the Twin Cities face in offering evening, overnight, and weekend services.

METHODS

This study used qualitative surveys with 24 questions to gather data on perceived barriers of non-standard hour care provisioning from current childcare providers in the seven county Twin Cities metropolitan area of Minnesota. Short-response qualitative questions focused on the participant's professional experience in the childcare sector and challenges they faced in providing extended hour evening and overnight care. We asked participants to provide insights on topics such as their day-to-day operations and their perceived need for non-standard hour care in their community. Please see [Appendix A](#) for a copy of the survey questions.

In addition to the qualitative surveys, we were able to pose questions about non-standard hour care challenges to a national child care audience on social media. Through the generosity of Tom Copeland, lawyer, author, trainer, and nationally recognized expert on the business of childcare, we utilized purposive sampling methods on Tom Copeland's Facebook page to ask current childcare providers what challenges they have experienced in offering non-standard hour care. Five providers responded to the questions posted on his Facebook page.

Data Collection

Surveys (n=54) were conducted in October and November 2017. Following a predetermined correspondence protocol in mid-October the primary researcher contacted the 245 care providers who listed providing non-standard hour care on the database of licensed providers maintained by Child Care Aware of Minnesota for the Minnesota Department of Human Services. Of the total 245 childcare providers listed, 44 did not have a listed email address. These providers were contacted by the primary researcher via a telephone call. The other remaining 241 care providers were contacted via email. Five days following the initial email, a follow-up interview was sent asking for their participation. Five days after the initial follow-up, one final follow-up email was sent to participants. In total, 47 of the surveys were completed by participants on Qualtrics survey software and 7 were conducted on the phone by the primary researcher for a response rate of 22%.

Data Analysis

The research team conducted an iterative, thematic analyses of the survey transcriptions and utilized the basic analytic tools provided on Qualtrics (i.e. word reference, averages, and percentage points). Using an exploratory analysis, initial codes were developed as "structural",

“institutional” and “individual” barriers and then subsequent child themes were created. Please see [Appendix B](#) for a visual depiction of the codebook.

SAMPLE

A total of 54 participants were surveyed for this study. The research team recruited the group of participants from a list of licensed childcare centers and family childcare providers in the cities of Saint Paul and Minneapolis in Minnesota. All participants provided either written or verbal consent to be included in our study. Eligibility for participation included 1) being a licensed center or family childcare provider in the seven county Twin Cities metropolitan region of Minnesota, 2) being over 18 years of age, and 3) able to engage in a 10-minute survey conducted in English. Please see Table II for a presentation of the summary statistics of the study participants.

RESULTS

Our study contacted licensed childcare providers using a list from Child Care Aware of Minnesota of centers and in-home providers in Saint Paul and Minneapolis who include non-standard hours care in the services they provide. We received a 25% survey response rate (n=54). Out of the 54 care providers surveyed, 16, or approximately 29%, are providing non-standard hour care. Of these 16 providers, 69% (or 11) are providing care during the evening hours (6 p.m. to 10 p.m.), 18% (or 3) are providing overnight care (10 p.m. - 7 a.m.), and 13% (or 2) are providing weekend care. Of the 16 providers offering non-standard hour care, 9 are licensed in-home family childcare providers and 7 are centers. Of the 11 providers offering evening hour care, 5 are licensed in-home family childcare providers and 6 are centers; all 3 of the providers offering overnight care are licensed in-home family childcare providers and both of the providers offering weekend services are licensed family care providers.

When asked why they provide these hours, respondents reported that more parents are not working traditional 9 a.m. - 5 p.m. jobs and are in need of care for their children. Specifically, it was reported that households with younger parents, parents who attend workshops or ESL classes, single-parent households, and parents who are working in retail and emergency care are in need of non-standard hour care. One respondent also noted that families with “no support system” (specifically with familial support in-state) need the overnight or weekend care as many go to their family members for help with care during these non-standard hours. In addition, on several of the phone call interviews, participants explicitly stated that low-income families with parents working multiple shifts are in need of non-standard hour care.

Nearly 90% (n=14) of the respondents providing non-standard hour care stated that their program has faced specific challenges in providing this service. Of these 14, 5 were center providers and 9 were licensed in-home family providers. They highlighted key operational, structural, and individual challenges. These challenges include: 1) individual caregiver fatigue, 2) staffing

difficulties, 3) structural and regulatory barriers, and 4) familial strain and adjustment. Each of the major cited challenges will be presented and discussed in the subsequent pages.

Figure A. Most Prominent Challenges in Offering Non-Standard Hour Care	
Cited Challenge	Percent Reporting (Frequency) (n=14)
Individual Caregiver Fatigue	64% (9)
Staffing Difficulties	64% (9)
Structural and Regulatory Barriers	36% (5)
Familial Strain and Adjustment	29% (4)
Other	21% (3)

**Please note that this total will not sum to 100% as some participants selected multiple reasons for not providing non-standard hour care.*

Individual Caregiver Fatigue

65% (n=9) of the respondents reported how their employees who worked the non-standard hour care were working “normal” day jobs prior to coming to their night shifts and oftentimes experienced severe caregiver fatigue. Of these 9 respondents, 2 were center providers and 7 were licensed in-home family providers.

“Teachers who want to work our evening positions are usually coming from their main job and use this as a secondary income. Often they are exhausted and overwhelmed.” - Survey Respondent

Other respondents used the words, “worn out”, “drained”, and “extremely tired” to describe not only their own physical and emotional state but also the state of their employees. Childcare is one of the lowest compensated fields in the United States, including in Minnesota. In 2016, the median wage of childcare workers in Minnesota was \$10.81/hour. More than one third, 32%, of childcare worker families in Minnesota participated in one or more public income support program at a cost of \$42.8 million. (Child Care Workforce Index 2016) It is not surprising that many childcare teachers are working multiple shifts in order to make ends meet for their own families.

Staffing Difficulties

In addition, to caregiver fatigue, 65% (n=9) of the respondents reported experiencing difficulty in recruiting high-quality staff for the non-standard hours. Of these 9 respondents, 3 were center providers and 6 were licensed in-home family providers. These respondents reported

that, oftentimes, school-aged children who are using evening and early morning care need additional homework help. As providers, they felt the need to provide high quality teachers who can assist with math and reading homework. Oftentimes, these respondents suggested, it is difficult to recruit and retain quality staff to work those hours as their centers cannot provide adequate compensation for their services.

“It’s difficult to find available teachers on the weekends. The way we solve this problem is to try and offer incentives and higher wages.” - Survey Respondent

“Fatigue and being able to afford helpers or get helpers [in the classroom] is extremely difficult.” - Survey Respondent

These respondents continued by explaining that it is difficult for their centers to pay higher wages as the center is already underfunded and struggling to remain affordable for their family clients.

Structural and Regulatory Barriers

36% (n=5) reported that one of the most significant challenges they have faced in providing nonstandard hour care was structural and regulatory barriers by the Minnesota Department of Human Services (MN DHS). Of these 5 respondents, 1 was a center provider and the other 4 were licensed in-home family providers. While unable to pinpoint the exact policies or regulations, these respondents suggested that the cumbersome paperwork and additional time and money needed to obtain licensure to provide evening and overnight care was a significant disincentive to providing non-standard hours.

“Because the state gives me a harder time about working non-standard hours. It is hard for parents and daycare providers to work because of this.” - Survey Respondent

“I believe that non-typical hours for childcare is a real need for families. MN DHS regulations are very stringent for this type of care, especially if the need for overnight care is the issue. My current location would not be viable for non-typical care.” - Survey Respondent

Familial Strain and Adjustment

In addition to the operational and structural challenges, 28% (n=4) of the providers, all of them licensed in-home family childcare providers with non-standard hours, stated that providing this service put additional and significant strain on their own families. These providers detailed that

by providing evening and overnight care they oftentimes had to change some of their family lifeway patterns to meet the needs of their client's children.

"Time with your families has to change. You also have to watch programming that is acceptable for young children to view. The way my family eats and the way the families I serve eat is different so I have to make two meals at dinner time." - Survey Respondent

This additional strain on the childcare provider's immediate family can cause increased stress within the household and have significant effects on the family's overall emotional well-being.

In addition to the aforementioned barriers, 75% (n= 12) of the childcare centers who provide non-standard hour care reported that their center incurred significant, additional expenses as a result of providing these non-standard hours. These expenses included: additional wages for staff (not only for the increase in hours but also to compensate higher-quality teachers and tutors as many of the non-standard hour students need homework help, dinner supplies, utility bills, and costs associated with laundry. This is significant as these additional costs would also drive up the costs for families for non-standard hours.

Of the surveyed childcare providers who are not providing non-standard hour care (n=38), 37% (n = 14) report that their family clients are asking for these hours and that these families are going to other family members, friends, and neighbors to provide care. The majority of these same respondents who cited the following reasons for not providing non-standard hours:

Figure B. Most Prominent Reasons for Not Offering Non-Standard Hour Care	
Cited Challenge	Percent Reporting (Frequency) (n=14)
Personal Family Needs	85% (12)
No Perceived Market Need	57% (8)
Perceived Licensure Difficulties	50% (7)
Corporately Owned and Not in Business Plan	36% (5)
Difficulty in Recruiting and Retaining Staff	29% (4)
Other	14% (2)

**Please note that this total will not sum to 100% as some participants selected multiple reasons for not providing non-standard hour care.*

Please refer to Table I. Summary of Findings (in Appendix section) for a complete summary of the results obtained.

CONCLUSION

This exploratory study highlights key challenges and disincentives childcare providers face in providing non-standard hour care for their family clients. These challenges include: 1) individual caregiver fatigue, 2) staffing difficulties, 3) structural and regulatory barriers, and 4) familial strain and adjustment. In addition, this study uncovered several prominent barriers childcare providers face who wish to offer non-standard hour care services. These barriers include: (1) personal family needs, (2) corporately owned business plans, (3) no perceived market need, (4) perceived licensure difficulties, and (4) difficulty in recruiting and retaining staff.

Limitations

As an exploratory analysis, participants were able to self-select into participating. As such, there could be some bias as to who is responding. The survey was written in English and phone call interviews were conducted in English. As such, non-English speaking participants were under-reported. There were at least 5 instances in which the phone interview was ended prematurely because of language barriers. In addition to the aforementioned methodological limitation, another potential methodological limitation is that not all providers had email addresses. While the primary researcher sought out follow up phone calls which these individuals this was another barrier for participation and may have caused under-reporting of childcare providers who do not have access to the internet or email. The survey used was sent only to licensed family childcare providers and childcare centers and thus underreported for non-licensed childcare providers who tend to provide non-standard hour care.

Future areas for research

This study provides an introductory exploration of the supply gap and the challenges for increasing critically needed options for non-standard hour childcare in the Twin Cities metro area. Areas for future research include examining the growing demand for non-standard hour childcare in Minnesota, examples of public incentives and investments to build the supply and employer policies, practices, and support to increase the supply so that their parent workforce can access and afford dependable, quality nonstandard hour childcare.

APPENDICES

Appendix A - Survey Questions

1. Do you provide evening, all-night or weekend hours of care?
 - a. If yes ...
 - i. Do you offer care during the: evening_____, all night_____, weekend _____?
 - ii. Why do you offer these hours?
 - iii. What parents need these non-typical hours?
 1. Single parents vs. dual parent households?
 2. Low income parents v middle income vs. high income?
 3. Parents of color vs. white parents?
 4. Parents from specific ethnic groups (Somali, Latino and/or Hispanic, Hmong, etc.)
 - iv. Does the programming for these hours look different than those of your typical hours?
 1. If yes ...
 - a. Can you describe these differences?
 - b. Why is it different?
 2. If no ... skip to next question.
 - v. Does the staffing for these hours look different than those of your typical hours?
 1. If yes ...
 - a. Can you describe these differences?
 - b. Why is it different?
 2. If no ... skip to next question.
 - vi. Are there difficulties your center faces in providing non-typical hours?
 1. If yes ...
 - a. What are the main difficulties?
 - b. Describe any adaptations you needed to make
 2. If no ... skip to next question.
 - vii. Have you incurred additional expenses in offering non-typical hours?
 1. If yes ...
 - a. What items added expenses?
 - viii. What are the benefits for your program in offering non-typical hours?
 - ix. Have you received any feedback from parents about providing non-typical hours?

1. If yes ...
 - a. What was the feedback?
 - b. Did you make changes based on the feedback?
 2. If no ...
 - a. Skip to next question.
 - b. If no ...
 - i. Why do you not offer evening, night, or weekend hours?
 - ii. Have any of the parents you serve asked to have these hours?
 1. If yes ...
 - a. Do you know who provides childcare for the family during non-typical hours?
 2. If no ... skip to next question
2. Is there anything else you would like to share?

Appendix B - Visual Depiction of Codebook

Theme	Sub-Theme	Code Words	Example Phrase
Structural Barriers			
	MN DHS Regulations	Paperwork, State Regulations, Licensure	Because the state gives me a harder time about taking nonstandard hours.
	No Perceived Market Need	Demand	There is no demand. The need is not great enough, we would not be able to justify the staff for the small number of children that have requested it.
Institutional Barriers			
	Staffing Difficulties	Finding staff, Available staff, Staffing	It's difficult to find available teachers on the weekends. We struggle to find qualified staff for late hours as it is
	Center Restrictions	Corporately owned, Company owners decide, current business model	Corporately owned and they decided out hours.
Individual Barriers			
	Caregiver Fatigue	Exhaustion, Overwhelmed, Fatigue	Teachers who want to work our evening positions are usually coming from the main job and use this as a secondary income. Often, they are exhausted and overwhelmed.
	Familial Strain and Adjustment	My family [...] change,	Time with your families has to change. You also have to watch programming that is acceptable for young children to view. The way my family eats and the way the families I service eat is different so I have to make two meals at dinner time. I need time off for my family too.

Table I. Summary of Findings		
	n	% of total
Do you provide evening, overnight, or weekend care? (N=54)		
Yes	16	29%
Evening	11	69%
Overnight	3	18%
Weekend	2	13%
No	38	71%
Why do you not provide evening, overnight, or weekend care to your clients who are asking for this service? (N=14)		
Corporately Owned and Not in Business Model	5	36%
No market need	8	57%
Difficulty in recruiting staff, including staff fatigue	4	29%
Structural barriers, such as MN DHS regulations	7	50%
Personal family responsibilities	12	86%
Other	2	14%
Have any of the parents you serve asked for these nonstandard hours? (N=38)		
Yes	14	37%
No	24	63%
Specific questions about nonstandard care providers (N=16)		
Programming looks different	12	75%

for nonstandard hour care.		
Staffing looks different for nonstandard hour care.	12	75%
Have experienced unique difficulties with nonstandard hour care (please note will not equal to 100% as respondents listed multiple difficulties)	14	88%
Caretaker fatigue	9	64%
MN DHS regulations	5	36%
Difficulty in recruiting qualified staff	9	64%
For in-home providers, balancing personal family needs with that of children	3	19%

Table II. Demographic Statistics from Respondents		
	n	% of total
Gender		
Male	2	5%
Female	39	93%
Non-Binary	1	2%
Age* (only 31 responded)		
Average	45	
Median	47	
Range	27 - 64	

Race		
White	29	71%
Black or African-American	8	20%
American Indian or Alaskan Native	0	-
Native Hawaiian or Pacific Islander	0	-
Asian	3	7%
Latino or Hispanic	0	-
Other race	0	-
Multiracial	0	-
Prefer not to respond	1	2%
Education		
Less than high school	0	-
High school degree or equivalent	2	5%
Some college but no degree	8	19%
Associate degree	8	19%
Bachelor's degree	14	33%
Graduate degree	10	24%
Annual HH Income		
Less than USD\$19,999	0	-
Between USD\$20,000 - 29,999	1	3%
Between USD\$30,000 - 39,999	5	13%
Between USD\$40,000 - 49,999	5	13%

Between USD\$50,000 - 59,999	4	11%
Between USD\$60,000 - 69,999	5	13%
Between USD\$70,000 - 79,999	6	16%
Between USD\$80,000 - 89,999	4	11%
Between USD\$90,000 - 99,999	1	3%
Over USD \$100,000	7	17%

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